

Youth Programs

Parent/Guardian Handbook



Youth Division Office
Evelyn Mount Northeast Community Center
1301 Valley Road
Reno, NV 89512
(775) 334-4280
www.reno.gov



During the COVID 19 Pandemic – please refer to specific COVID 19 policies and procedures – changes occur often and those will supersede any policies and procedures in this document

Welcome to Youth Programs

Thank you for giving the City of Reno the opportunity to enrich the lives of your children! We strive to provide our youth with a positive and safe environment while providing educational and recreational opportunities.

The City of Reno provides the Sierra Kids Before and After school program and various summer, Fall, winter and spring break camps to meet the needs of parents and guardians.

We are partners in the community with the Children's Cabinet, TEAM Up, Northern Nevada Food Bank, and the Washoe County School District. We thank our partners for their help and support.

This Parent/Guardian Handbook includes important program information. We encourage all parents to read and become familiar with the policies and procedures and to discuss the program rules and expectations with their child. This is vital to the success of our programs.

Creating a successful experience requires frequent and open communication between staff and parents. If you have concerns about your child's experience in a youth program, please schedule a convenient time to discuss important issues by calling the Youth Division office at 334-4280. Youth supervisors are available to meet with you and welcome your comments and suggestions.

Youth Services Mission Statement

Provide youth active, positive and safe recreational opportunities.

Program Hours

Sierra Kids

- **Morning Sessions:** 7am Start Time for all school sites - End time varies depending upon bell times.
 - Due to liability and insurance restrictions, participants are not permitted in the school prior to the start of the morning session.
 - There will be no morning program on “weather delay” days called by the Washoe County School District.
 - Must be 5-12 years of age to attend and a registered participant of the school attending.
- **Afternoon Sessions:** Hours vary at school locations depending upon bell times. (see below)
 - The afternoon session ends at 6, 6:15 or 6:30 p.m. Late pickup fees are \$1 a minute per child after program conclusion and payment is required within 24 hours. This fee will be added to the account. On the second late pickup by the same family, staff will schedule a conference with the participant’s parent/guardian before the children may return to the program.

Sierra Kids School Sites (subject to change)

ELEMENTARY SCHOOLS	Sierra Kids AM	Sierra Kids PM	Wed. Release	Bell Schedule
Alice Smith* Morning Only	7–9:30 a.m.	<i>No PM Sierra Kids</i>	<i>2:45 PM - No PM Sierra Kids</i>	9:30-3:30
Caughlin Ranch	7–9 a.m.	3–6 p.m.	2:15 PM	9:00-3:00
Double Diamond	7–9:15 a.m.	3:15–6:15 p.m.	2:30 PM	9:15-3:15
Desert Heights* Morning Only	7–9:30 a.m.	<i>No PM Sierra Kids</i>	<i>2:45 PM - No PM Sierra Kids</i>	9:30-3:30
Dodson	7–9:15 a.m.	3:15–6:15 p.m.	2:30 PM	9:15-3:15
Elmcrest* Morning Only	7–9 a.m.	<i>No PM Sierra Kids</i>	<i>2:15 PM - No PM Sierra Kids</i>	9:00-3:00
Glenn Duncan* Morning Only	7–9 a.m.	<i>No PM Sierra Kids</i>	<i>2:15 PM - No PM Sierra Kids</i>	9:00-3:00
Hunter Lake	7–9 a.m.	3–6 p.m.	2:15 PM	9:00-3:00
Jessie Beck	7–9 a.m.	3–6 p.m.	2:15 PM	9:00-3:00
Lemelson* Morning Only	7–9 a.m.	<i>No PM Sierra Kids</i>	<i>2:15 PM - No PM Sierra Kids</i>	9:00-3:00
Mt. Rose	7–8:30 a.m.	2:30–6 p.m.	1:45 PM	8:30-2:30
Mamie Towles	7–9 a.m.	3–6 p.m.	2:15 PM	9:00-3:00
Nick Poulakidas	7–9:30 a.m.	3:30–6:30 p.m.	2:45 PM	9:30-3:30
Peavine	7–9:30 a.m.	3:30–6:30 p.m.	2:45 PM	9:30-3:30
Roy Gomm	7–9:30 a.m.	3:30–6:30 p.m.	2:45 PM	9:30-3:30
Silver Lake	7–9 a.m.	3–6 p.m.	2:15 PM	9:00-3:00
Stead* Morning Only	7–9 a.m.	<i>No PM Sierra Kids</i>	<i>2:15 PM - No PM Sierra Kids</i>	9:00-3:00
Sarah Winnemucca	7–8:55 a.m.	3–6 p.m.	2:15 PM	8:55-3:00
Virginia Palmer* Morning Only	7–9 a.m.	<i>No PM Sierra Kids</i>	<i>2:15 PM - No PM Sierra Kids</i>	9:00-3:00
Westergard	7–9 a.m.	3–6 p.m.	2:15 PM	9:00-3:00

*Mornings Sierra Kids, TEAM UP in afternoon

Vacation Station Camp Program Sessions

7 a.m. – 6 p.m. Ages 6-12 (must be 6 years of age to attend. Participants turning 13 during the program will be allowed to complete the current school year/program cycle.) Locations vary.

Typical Day

This schedule may vary depending on site location, weather, guest speakers, and special events or activities.

Sierra Kids

Morning

- 7:00 – 8:00 a.m. Indoor activities, board games, homework help
- 8:15 – 8:45 a.m. Indoor games, sports, etc.
- 8:45 – 9:00 a.m. Clean up and get ready to go to class

Afternoon

- 3:00 – 4:00 p.m. Check-in, quick outside time, snack, homework
- 4:00 – 5:00 p.m. Outside games
- 4:30 – 5:30 p.m. Activity w/ Leader
- 5:30 – 6:00 p.m. Clean up and group games
- 6:00 p.m. Site closes

Vacation Station

- 7:00 – 9:00 am Indoor activities, board games, sports, and art
- 9:00 – noon Activities (sports, arts, science projects, field trips, movies, etc)
- Noon – 1 pm lunch
- 1:00 – 4:00 pm Activities (sports, arts, science projects, field trips, movies, etc)
- 4:00 – 6:00 pm Indoor/outdoor activities
- 6:00 pm Site Closes

Attendance/Signing In and Out

Parents, guardians and authorized individuals listed on the Participant Information Form are required to escort and sign the child in/out from the program daily. A picture ID is required of all individuals picking up a child.

If a participant will be attending a school function before or after school during the program, staff need written permission to release the participant. Each program has this release form available onsite.

All changes and additions to a Participant Information Form require a new form to be completed by a legal guardian. Request for a one time emergency participant pickup must be done in writing either in person, email or by fax to the Youth Administration Office at 321-8347. The letter or email must include the child's name, school/camp site, date, and who will be picking the child up along with the guardian's signature and ID. Phone changes will not be accepted.

Registration, Payment and Refunds

Registration Forms - A Household Account Form and a Participant Information Form must be completed for each child attending any youth program prior to attending. All changes to these forms require a new form be completed either onsite, online at www.reno.gov or at a registration counter by parents/guardians for the safety of all participants.

- Household Account Form – This form establishes a customer account for an entire household in the database and includes a liability waiver.
- Participant Information Form – This form includes personal information, medical needs, adaptive needs and emergency contacts for each child participating.

Online Registration - Families that include a valid email address on their Household Account Form can set up online access to register and pay for participation in youth programs.

Payment Plan – Registration with automatic payment the Friday before the week of service is available for each semester of sierra kids and for the summer camps – a form with requested weeks is required with payment authorization.

Payment

- Full payment is required at the time of registration, prior to the use of programs, services or facilities.
- Payments can be made at the Evelyn Mount Northeast Community Center, Neil Road Recreation Center or City Hall 11th Floor.
- Payment is not accepted on site for any class or program.
- We do not bill for services.
- Services will not be provided to customers who have not paid or have delinquent accounts.
- A charge of \$30 is applied to all returned checks.
- Program fees are not prorated for unused classes.

Sierra Kids & Vacation Station Camps: Registration/Payment is required by the Sunday preceding the week of the program. Same day/week registration is not refundable. See Refunds below.

Scholarships/Fee Assistance - A fee assistance program may be available to those who qualify based on income requirements. A scholarship application must be submitted two weeks prior to the program date. Call the coordinator at 334-2260.

Refunds or Credits - A Request for Account Adjustment Form must be completed for refunds, transfers or credits and received by the Friday preceding the week of the program. A copy of this form can be downloaded from www.reno.gov or requested from registration staff. Customer requested refunds are charged an administration fee of \$10 per activity. Administrative fees are not charged on credits and transfers.

No refunds or credits will be given for missed, sick, suspended, or snow days. For extenuating circumstances (family death, medical emergency, moving out of the area) customers may submit a Request for Account Adjustment Form to the Administration Office, 1 East First Street, 11th Floor.

Conduct and Discipline

City of Reno Parks, Recreation and Community Services programs and facilities promote learning, leisure, and respect in a safe environment.

All patrons, staff, and volunteers have the right to be safe and to feel safe while attending a program. With this right comes the responsibility to be accountable for actions/behavior that affects safety and perception of the safety of others.

All participants, parents/guardians, and employees of the Parks, Recreation and Community Services Department are responsible for reading and familiarizing themselves with the policy and procedures.

Examples of inappropriate behavior (but not limited to):

- **Inappropriate action/behavior:** Abusive language and/or inappropriate gestures/actions directed toward participants, staff, or other persons, which strains interpersonal relationships and creates public embarrassment.
- **Harm to others:** Physically assaulting another person (participants, staff or other persons), including striking, pushing, shoving, spitting, proximity intimidation and/or grabbing; or any other attempt or threat to physically injure another person.
- **Harm to self:** Physically harming/injuring self or attempting or threatening to do so.
- **Misuse/Damage of property:** Improper care or misuse of items that belong to the City, site location or items belonging to another person.
- **Stealing:** Removing property belonging to others, the City, or other facilities without permission.
- **Noncompliance with rules:** Noncompliance with program and facility rules.
- **Bullying:** Any form of bullying is strictly prohibited. Forms of bullying include, but are not limited to, any severe, pervasive, or persistent act or conduct whether physical, electronic, or verbal that: May be based on a youth's actual or perceived race, color, ethnicity, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, intellectual ability, familial status, family responsibilities, matriculation, political affiliation, genetic information, disability, source of income, or any other distinguishing characteristic, or on a youth's association with a person or group with any of the actual or perceived foregoing characteristics; and Can reasonably be predicted to:
 - Place the youth in reasonable fear of physical harm to their person or property;
 - Cause a substantial detrimental effect on the youth's physical or mental health;
 - Substantially interfere with the youth's academic performance or attendance; or
 - Substantially interfere with the youth's ability to participate in or benefit from the services, activities, programs, facilities, or privileges provided by an agency or contractor or agent thereof.

Conduct and Discipline (continued)

When working to guide participant behavior, staff will first employ problem-solving techniques to help participants understand the consequences of their behavior. If problem-solving shows insufficient results for maintaining a safe environment for all, staff will implement the following progressive discipline steps to get a child back on track with the code of conduct policy:

Note: In severe cases, a participant may be removed immediately from the program. The length of that suspension will be at the City of Reno Parks, Recreation and Community Services discretion, up to a permanent suspension. No refunds or credits will be granted for suspended program days, no exceptions.

1. **Communicate appropriate behavior:** A staff member will communicate appropriate behavior to the participant. The participant will convey to the staff the appropriate behavior required and the participant will be told the consequences of the inappropriate behavior should it continue.
2. **Quiet time:** If inappropriate behavior continues, a staff member will have the participant go to a designated personal space area for five to ten minutes prior to rejoining the group. The staff member will reiterate the desired behavior and further consequences should the behavior continue and allow the participant to return to the group.
3. **Inappropriate Behavior Tracking Form:** If a behavior concern is identified, a staff member will track the participant's behavior. Description of the behavior and staff actions will be documented on the Inappropriate Behavior Tracking Form.
4. **Suspension:** The steps listed above are used to correct behavior(s) in most cases. If they are unsuccessful, a participant will be suspended from the program. These steps will not be followed if management determines for safety or other reasons that the behavior displayed requires immediate suspension.
 - **First Suspension:** After following steps 1 through 3 to correct inappropriate behavior, if the behavior continues, the participant will be suspended for one day.
 - **Second Suspension:** Should inappropriate behavior continue after the first suspension, the participant will be suspended for three-five program days and will not be able to register for any other City of Reno Parks, Recreation and Community Services program. A mandatory parent/guardian conference will be required prior to the participant's return to the program.
 - **Third Suspension:** Up to one-year suspension from all City of Reno Parks, Recreation and Community Services programs, depending on the severity of the offense/behavior.

First Aid and Accident Procedures

For the care of the participants, all sites have at least one staff member trained in CPR and First Aid. If an accident occurs while your child is attending a youth program, our staff is trained most importantly to remain calm. Below are the guidelines we utilize for Youth Services Division staff.

Major Injuries (broken bones, heat stroke, serious bleeding, head injury, etc.)

- Staff will stay with the child and send someone to notify the Recreation Leader or Assistant.
- Recreation Leader or Assistant will call the ambulance, Recreation Supervisor/Coordinator and parent/guardian after they have assessed the injury.
- Staff will fill out an accident report.

Minor Injuries (cuts, bumps, scrapes, sprains, abrasions, bruises, etc.)

- Staff will stay with the child and send someone to notify the Recreation Leader or Assistant.
- Recreation Leader or Assistant will call the child's parent/guardian and Recreation Supervisor/Coordinator after they have assessed the injury.
- Staff will provide first aid (i.e. ice, gauze, band-aid).
- All head injuries will be reported to parents/guardians immediately regardless of the severity.
- Staff will fill out an accident report.
- Staff will notify the parent/guardian of the injury at the time of pick up regardless of the severity.

Digital Media Policies and Procedures

Any student with a laptop that is school property and is intended only for approved educational uses, the student's possession and use of the laptop will be subject at all times, both on and off campus, to the terms and conditions described in this document.

The student may not use the laptop for instant messaging ("IM") or visiting chat rooms or non-school social media or networking websites such as FaceBook, Twitter or Snapchat, unless access has been specifically approved by the staff of City of Reno Parks and Recreation.

The student and the student's parent/guardian acknowledges that they are solely responsible for ensuring that the student's use of the laptop to access the Internet while off campus will be safe and responsible and in compliance with all applicable laws, policies, rules, and regulations. The student and student's parent/guardian will hold the City of Reno and its employees harmless for any harm that may come to the student or any other person as a result of the student's off-campus Internet activities.

All students must adhere to the same policies while at the Sierra Kids Program in regards to the use of personal cell phones. Cellular phones may be used for educational and emergency purposes only. Students caught in violation of this policy will forfeit their cellular phone to staff for the remainder of the day and will be surrendered to their parents or guardians at the conclusion of the day.

General Youth Program Information

Access to All: We welcome all individuals and families to participate and enjoy programs and facilities regardless of race, age, color, religion, gender, sexual orientation, national origin, or disability. Persons with special needs to be accommodated are invited to call 334-2262 or use Nevada Relay (hearing impaired) dial 711, for assistance.

Personal Care: Children must be able to do the following without assistance: personal hygiene, using the restroom, dressing, feeding, administering medications, etc. (See Policies and Procedures for more information)

Conduct of Parent/Guardian: Adults serve as role models for the youth in our programs. If a parent/guardian has a concern, they shall address the concern in an appropriate and calm manner. The City of Reno Parks Recreation and Community Services reserves the right to remove participant(s) from the program due to inappropriate actions by a parent/patron.

Generally, if a parent or other authorized person on the Participant Information Form is not signing in or signing out a child, the parent or other authorized person is allowed to visit his/her child at our programs for no more than 5 minutes, to administer medicine, retrieve forgotten items, etc. For a parent who needs more than 5 minutes to administer medication, please consult with staff so that a quiet location can be provided. All of our staff members go through an extensive background check, so Sierra Kids or camps cannot allow a parent to spend significant amounts of time with his/her child at our programs for safety and security reasons.

Sierra Kids and camp staff will consult the child's Participant Information Form, and, if necessary, the most recent court order regarding custody, for which parent(s) and/or other individuals may sign in and sign out the child on any given day of the week.

Contacting Program Participants: There are no public phones available at individual Youth Services program sites. If an emergency occurs, call the Youth Services at 775-334-4280 and they will communicate with the site staff.

Custodial Issues: The City of Reno provides youth active, positive and safe recreational opportunities. The City of Reno Parks, Recreation and Community Services Department does not enforce or mediate terms of visitation. If custodial issues are in dispute causing any uncertainty as to which parent is entitled to pick up the child, the Parks and Recreation Department asks that you refrain from registering the child until such issues are resolved. If issues arise once the child has been registered in the program, the City of Reno expects that they will be immediately resolved. If they are not resolved immediately, the department reserves the right to consider whether the child may continue participating in the program.

Inclement Weather: On days the Washoe County School District delays the start of school for a "snow day", there is no Sierra Kids morning session. If the WCSD closes school early for a "snow day", the Sierra Kids afternoon session will not be held.

Insurance & Liability: The City of Reno Parks, Recreation, and Community Services Department does not provide hospital or medical insurance coverage or assume responsibility for injury to any participants in its programs. Participants are encouraged to obtain their own insurance coverage prior to the start of any program and to consult with a physician before participating in the strenuous activity.

General Youth Program Information (continued)

Late Pick Up: Late pickup fees are \$1.00 a minute after program conclusion and payment is required within 24 hours.

Mandatory Reporters: Nevada law requires certain people to make reports of suspected child abuse or neglect. These mandated reporters include doctors, dentists, nurses, hospital personnel, daycare providers, clergy, social workers, teachers, and counselors. Staff will report any suspected abuse to Child Protective Services. Mandated reporters can be charged with a misdemeanor if they fail to report suspected child abuse or neglect. Nevada law does not allow Social Services to disclose the name of the reporting person.

Medication: Staff will not administer or distribute any medication at any time. (See Policies and Procedures for more information)

Summer Food Service Program: Park Pals and some Vacation Station locations participate in the Summer Food Service Program. In accordance with U.S. Department of Agriculture policy, the City of Reno is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (800) 795-3272 or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer. NOTE: Children with milk allergies can bring their own drink.

Movies: The City of Reno staff may take children on field trips to G or PG-rated movies. Movie name will be posted the day of viewing.

Photos: the City of Reno may take photos/video of participants in programs and at parks. Photos are for City use only and may be used in promotional materials and internal communication. If you do not want yourself or your child photographed, please notify the Southside Administration Office in writing.

Sunscreen: Many camp field trips and activities are outdoors, please plan accordingly. Children attending camp should apply sunscreen in the morning before coming to camp. Please provide “spray on” sunscreen for your child in all programs, as leaders are unable to apply sunscreen to the children. Also, remember to bring a sun blocking swim shirt and/or hat if needed for sun protection. Please educate your child about sunburn prevention.

Valuables & Toys: We do not permit children to bring toys and valuables into our programs. This includes any type of electronic toy or game, collectibles or cell phones. The City of Reno is not responsible for lost or stolen items.

Inclusion Policies and Procedures

Personal Care

Policy: Individuals needing personal assistance with toileting, feeding, dressing or invasive procedures such as catheterization and tube feeding must make personal arrangements.

Procedure:

- a) Participants needing personal assistance with toileting feeding, dressing or invasive procedures such as catheterization and tube feeding must make personal arrangements. Participants are encouraged to bring a companion (parent/guardian, caregiver, sibling, etc.) with them for assistance at no extra charge or program fee.
- b) A parent/guardian and/ or companion of a participant who has had a toileting accident has 30 minutes to respond
- c) Lifting and transferring to and from the wheelchair and toilet is not considered personal care, and may be provided by staff who have received lifting and transferring training.
- d) Assisting with a participant's zipper or drawstring on his/her pants is not considered personal care, and may be provided with two staff present
- e) Cutting a participant's food or lifting participant's cup so that he/she can drink from a straw is not considered personal care.
- f) During aquatics programs, children not toilet trained must wear rubber/plastic pants or "swim diapers" under their swimsuits. Diapers (cloth and disposable) are prohibited.

Medications

Policy: Staff members will not administer or distribute non- emergency prescription and/ or non-prescription medications. In the event of a severe allergy emergency, staff members will provide a first aid response to address such emergencies

Procedure:

- a) Medications or serious allergies shall be noted on the Participant Information Form by the participant or parent/guardian.
- b) Participants requiring a non-emergency prescription or non-prescription medications during program hours must make personal arrangements for its administration. City of Reno staff will not administer or distribute any such medication.
- c) If severe allergies are noted on the Participant Information Form, an Allergy Information Form giving permission to administer emergency first aid medication must be completed and signed by the participant or parent/guardian prior to the start of a program.
- d) Participant or parent/guardian must supply a complete Allergic Reaction Kit preferably containing two unexpired EpiPens, and allergy medication at the program site location.
- e) Program staff who have participants with severe allergies will undertake training on an annual basis the signs and symptoms, and emergency treatment including administration of an EpiPen
- f) Allergy Response Information for staff will be posted at all program locations

Parks, Recreation and Community Services Youth Division Contact Information

Evelyn Mount Northeast Community Center
1301 Valley Road
Reno, Nevada 89512
www.reno.gov

Youth & Senior Division Office	775-334-4280
Kathy Kelly-Ballinger, Youth & Inclusion Division Manager	775-657-4640
April Wolfe, Therapeutic Recreation Specialist	775-333-7765
Inclusion/Behavior Specialist	775-657-4659
Recreation Supervisor	775-657-4644
Loretta Fox, Recreation Coordinator	775-657-4643
EMNECC Payment Desk (7a.m. – 8 p.m., Mon-Fri)	775-334-2262
Neil Road Recreation Center Payment Desk (9 a.m. – 9 p.m., Mon-Fri)	775-689-8484

Program Locations

City of Reno Community Centers

Evelyn Mount Northeast Community Center	334-2262	1301 Valley Road
Plumas Gym	334-2262	475 Monroe Street
Neil Road Recreation Center	689-8484	3925 Neil Road
McKinley Arts and Culture Center	334-2417	925 Riverside Drive

Washoe County Elementary Schools

Alice Smith	677-5410	1070 Beckwourth Drive
Caughlin Ranch	689-2600	4881 Village Green Parkway
Desert Heights	677-5444	13948 Mt. Bismark Street
Dodson	689-2530	4355 Houston
Double Diamond	850-6212	1200 S. Meadows Parkway
Elmcrest	746-5850	855 McDonald Drive
Glenn Duncan	333-5190	1200 Montello Street
Hunter Lake	333-5040	909 Hunter Lake Drive
Jessie Beck	689-2520	1800 Sharon Way
Lemelson Academy	333-5080	2001 Soaring Eagle Drive
Mamie Towles	746-5820	2800 Kings Row
Mount Rose	333-5030	915 Lander Street
Nick Poulakidas	852-6570	9600 Mojave Drive
Peavine	746-5840	1601 Grandview Avenue
Roy Gomm	333-5000	4000 Mayberry Drive
Roger Corbett	333-5180	1901 Villanova Drive
Sarah Winnemucca	746-5810	1349 Backer Way
Silver Lake	677-5400	8719 Red Baron Blvd
Stead	677-5480	10580 Stead Blvd
Virginia Palmer	674-4400	5890 Klondike
Westergard, George	746-5800	1785 Ambassador Drive

Washoe County Middle School

Traner	333-5130	1700 Carville Drive
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